**Queensland Water Directorate (*qldwater*)** ***e-*flash**

**Information for Water Industry Managers and Practitioners in the Queensland Water Industry**

**(Issue #265 - 21 July 2015)**

1.   Drinking Water Operator Certification – release of DEWS Guideline

**2.**   **KPI key dates and messages**

**3.   Member survey**

**4.   Quick links – associated organisations events and announcements**

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1.   Drinking Water Operator Certification – release of DEWS Guideline

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The Department of Energy and Water Supply has released its [Guideline](http://www.qldwater.com.au/_literature_197598/Competencies-for-Operators) in relation to the implementation of Drinking Water Operator Certification. This is approved for release but is not yet available on the DEWS web site which is going through a significant redesign process.

As previously advised, Operator Certification is not mandatory, but the Guideline clearly supports the program and stresses the importance of appropriately trained operators. It also ensures that those who participate in the program now are recognised in the event a mandatory program is introduced at a later date.

***qldwater*** is currently planning its next steps in implementation which will include submissions to the Department of Education and Training to address some of the issues in accessing support funding for this training. Some of the previous barriers, including the availability of funding to support “skill sets” appear to be being addressed at a national level, but it is too early to confirm.

For now, we remain keen to talk to any members interested in developing their staff as part of this, or the voluntary STP operator program to offer assistance in accessing cost-effective training. Please contact Michelle Hill ([mhill@qldwater.com.au](mailto:mhill@qldwater.com.au), 07 3632 6853).

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2.   KPI key dates and messages

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All Queensland service providers are required to report new mandatory KPIs based on 2014/15 data soon. We have approached Water Planning and Regulation (the Regulator) which has agreed to provide a few key points for everyone to note as part of the collection process. These have all been covered in notices or fact sheets you will have already received – it is a simple summary of key dates and priorities:

· Reports must be in to SWIM or to the Regulator directly by 1 October 2015 at the latest.

· Provide the most accurate data possible

· You must report against all of the KPI’s listed in your notice – no blank spaces – if you cannot report data put in “ND” (for no data) and then fill in the comments/free text field

· Use the comments/free text field to explain

o Why no data can be reported

o Why the data reported is an estimate

o Where you have had issues with the definition and what you did to manage these

o Indicate any KPIs that seem irrelevant or not useful and why through the comments/free text field

This information is important in our ongoing discussions with DEWS about continuous improvement of the KPI framework.

[This page](http://www.qldwater.com.au/legislation_overview_2014) (under “related documents”) includes links to relevant fact sheets which are also not yet available on the DEWS site.

For more information, contact DEWS directly or Dave Scheltinga ([dscheltinga@qldwater.com.au](mailto:dscheltinga@qldwater.com.au), 0415 881 195) for any issues in using SWIM.

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**3.**   **Member survey**

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Congratulations to Bryan Radford from Murweh Shire Council who won the $100 Wish Gift Card for completing our member survey.  Dick Went from City of Gold Coast and Ian Clarke from Charters Towers Regional Council have won the personally signed copies of the Steve Hrudey book, “Ensuring Safe Drinking Water.”   Your prizes will be on their way soon.

The survey results have been collated and a draft report prepared for consideration by our Technical Reference Group on 21 August.  We will release the report including what will change in our work plan following that meeting.

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**4.   QUICK LINKS – ASSOCIATED ORGANISATIONS EVENTS & ANNOUNCEMENTS**

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* AWA North QLD Regional Conference -  23 – 25 July.  “Driving Efficiency in Water Service Delivery”, Pullman Cairns.  The NQ Regional Conference’15 will provide a successful combination of technical presentations, trade displays and networking opportunities in a relaxed atmosphere. The conference will attract a wide cross section, covering all of the major participants in the North Queensland water industry.  For more information on the event, please see the [Australian Water Association website](http://enews.awa.asn.au/link/id/zzzz558a285f3a868488Pzzzz4e76df5768310724/page.html).  [Download the brochure including the program](http://enews.awa.asn.au/link/id/zzzz558a285f3ac31182Pzzzz4e76df5768310724/page.html)
* WSAA Regional Forum Gold Coast Wednesday 19 August 2015.  The draft agenda details the objectives of the day which include highlighting emerging leading practice in regional water utility management, including various interfaces with private sector expertise.   Attendees at the Regional Forum are also welcome to register for the WSAA Members Meeting on Thursday 20 August 2015 (note that the members meeting conflicts with the ***qldwater*** mini-conference – see above).  The meeting will include an update on national issues, progress on significant WSAA activities/projects and a facilitated discussion on stormwater management on the back of the recent Senate Committee inquiry.    To register for one or all of these events please go to the following link:  <http://ow.ly/OEXkG>

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**This message may be passed on to interested individuals and organisations.**

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